

To help ensure your installation goes according to plan, here are a few important tips to remember:

Installation Schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting until after the product arrives at your home to finalize your installation date.

General Guidelines

- ✓ Flooring should be one of the last items installed in any new construction or remodel project.
- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there are any doubts about the quality, dimensions or appearance of the engineered flooring DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE.
- ✓ It is the responsibility of the installer/owner to determine if the jobsite conditions are environmentally and structurally acceptable for the product you have selected.
- ✓ **Please refer to the installation guidelines for complete installation instructions.**

Important Points to Note about Engineered Hardwood Flooring

- ✓ While laminate flooring is water resistant (or waterproof in some cases), it is not a moisture barrier. It is good practice to test the installation surface for moisture and action accordingly. A moisture barrier is always recommended.
- ✓ Avoid direct sunlight exposure to minimize thermal degradation, color fading, and potential adverse effects on laminate flooring.
- ✓ Do not use underlay products unless recommended by the product manufacturer. Please contact BuildDirect for questions about underlay and laminate flooring installation.

Get Your Space Ready for Installation

As you get your space ready for installation, it's important to do the following:

- ✓ Ensure all "wet trades" have finished their work. If you're painting, this task should be completed and the paint should be allowed to dry before the flooring arrives.
- ✓ Condition the laminate flooring by storing the laminate flooring in the room or rooms where installation will occur for 24-48 hours before installation at normal living temperature of 60–75°F and relative humidity of 35-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- ✓ All subfloors must be dry, clean (swept and vacuumed of any debris), structurally sound and flat within 3/16" (4.7mm) per 10-foot radius. Use floor leveling compound if necessary to achieve the desired flatness. If the subfloor is not flat within 3/16" (4.7mm) per 10-foot radius gapping may occur.

Check Your Flooring

- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation, **open 3-5 boxes** as soon as your order arrive. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there any doubts to the quality, dimensions or appearance of the laminate flooring DO NOT INSTALL.

Moisture Monitoring and Temperature

It's important to measure and record the moisture content of your new floor and the sub floor that it will be installed on. Here's what you can do to achieve proper moisture levels:

- ✓ All flooring needs to be delivered to the job site and allowed to acclimate before installation can begin.
- ✓ All installed areas must have a working heater & air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include: normal living temperature of 60–75°F and relative humidity of 35-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- ✓ Please take photos of all humidity and moisture level readings for documentation purposes.

Planning Your Layout

Always work from several open boxes of flooring and “dry lay” the laminate flooring before permanently installing the laminate flooring. This will allow you to select varying grains & colors and to arrange them in a harmonious pattern. It is the installers' responsibility to determine the expectations of what the finished floor will look like with the end user expectations.

If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email customerservice@builddirect.com.

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